



## Career Service Authority

# Aviation Operations Representative

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### GENERAL STATEMENT OF CLASS DUTIES

Provides a variety of operational support services for the daily operation of the airport in the airport communications center, aircraft operations area, and terminal facilities.

### DISTINGUISHING CHARACTERISTICS

This class is distinguished from Assistant Aviation Operations Manager (AAOM). The AAOM predominate duty is assisting the Aviation Operations Manager (AOM) in the management of field operations and monitoring compliance with airport and federal regulations. This class is also distinguished from Aviation Emergency Dispatcher (AED). The AED predominate duty is performing dispatch work operating and monitoring communications equipment in response to police and medical emergencies at the airport.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

***Level of Supervision Exercised:***

By position performs lead work.

**ESSENTIAL DUTIES**

Controls a centralized communications center which includes monitoring and operating multiple computer systems such as two-way radio and voice communication consoles, fire alarm, runway surface sensor system, CCTV system master controller, and Info Pilot to initiate proper airport-wide response.

Monitors, operates and controls computerized weather reporting systems to access, monitor and interpret weather conditions, and initiates airport-wide response.

Accesses and operates a FAA computer system to transmit Notices to Airmen to report status of airfield conditions.

Acts as the central coordination and communications center during airfield emergencies and snow removal activities to coordinate airport-wide and external emergency responses. Staffs the Incident Command Center to support communications and coordination functions.

Operates an automated communications console making and receiving calls in routine operations and non-routine operations and dispatching and notifying appropriate response personnel.

Monitors and controls a centralized security system to enforce Transportation Security Administration regulations and receives alarms and initiates appropriate airport response. Enforces Airport Security plan by issuing violation notices to airport employees for security violations.

Receives training in aircraft ground control, gate management, and facility management. Inspects concourses, cargo areas, and the customs facility for safety and operational problems.

Maintains accurate and complete log book entries and manual records of airport events.

Supports snow removal activities for the airlines by assisting the ramp tower coordinator during deicing operations.

Trains other employees in day to day procedures.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.  
However, the allocation of positions will be determined by  
the amount of time spent in performing the essential duties  
listed above.  
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**MINIMUM QUALIFICATIONS**

***Competencies, Knowledges & Skills:***

**Decision Making** - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

**Conscientiousness** - Displays a high level of effort and commitment towards performing work; demonstrates responsible behavior.

**Customer Service** - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

**Integrity/Honesty** - Displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; chooses an ethical course of action; is trustworthy.

**Flexibility** - Adapts quickly to changes.

**Interpersonal Skills** - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others; relates well to different people from varied backgrounds and different situations.

**Listening** - Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

**Manages and Organizes Information** - Identifies a need; gathers, organizes, and maintains information; determines its importance and accuracy, and communicates it by a variety of methods.

**Memory** - Recalls information that has been presented previously.

**Reading** - Learns from written material by determining the main idea or essential message. Recognizes correct English grammar, punctuation, and spelling.

**Reasoning** - Discovers or selects rules, principles, or relationships between facts and other information.

**Self-Esteem** - Believes in own self-worth, maintains a positive view of self, and displays a professional image.

**Self-Management** - Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

**Speaking** - Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately.

**Teamwork** - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Technical Competence** - Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

**Writing** - Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Knowledge of Transportation Security Administration and Airport Security Plan regulations sufficient to ensure compliance by airport users.

Knowledge of airport concourses and other airport facilities sufficient to be able to inspect and identify problematic situations.

Knowledge of safety practices and precautions sufficient to be able to supervise, train, and provide safety instructions to subordinates and others and to recognize and correct hazardous situations.

Knowledge of basic aviation and airport control procedures sufficient to be able to provide safe coordination of various areas of the airport and aircraft.

Knowledge of training techniques sufficient to be able to provide training relative to the work assignment.

Knowledge of airfield sufficient enough to recognize locations and identify problematic information.

Knowledge of federal flight service standards sufficient enough to format data.

Skill in utilizing the principles and practices of effective and persuasive communications to elicit and/or present explanatory or interpretive information.

Skill in the interpretation of weather charts, graphs, and data.

Skill in exercising initiative, judgment, and decision making in solving problems and meeting organizational objectives.

Skill in operating specialized keyboard equipment.

Skill in manipulating and extrapolating data.

Skill in completing forms and paperwork related to the work assignment.

Skill in organizing and maintaining departmental records and reports.

Skill in writing clearly, expressing ideas and facts, and using good grammatical form.

Skill in the interpretation and application of written guidelines, precedents, and work practices to standardized work situations or specific cases.

Skill in recognizing non-standardized situations and preparing recommendations for problem resolution.

Skill in communicating and presenting factual information related to the work assignment.

Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.

Skill in the operation of a telephone directory to make and receive telephone calls.

***Physical Demands:***

Sitting: remaining in the normal seated position.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

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Repetitive motions: making frequent movements with a part of the body.  
Eye/hand/foot coordination: performing work through using two or more.  
Driving: ability to drive in varied weather conditions and maneuver among aircraft and ground support equipment.  
Typing: minimum 30 wpm.

***Working Environment:***

Noise: sufficient noise to cause distraction or possible possible hearing loss.  
Extreme weather: working outside and/or operating moving equipment or vehicles.  
Subject to varying and unpredictable situations  
Subject to many interruptions  
Subject to long irregular hours  
Pressure due to multiple calls and inquiries  
Shift work

***Education Requirement:***

Two years of college in aviation management or related field.

***Experience Requirement:***

Two years of airline, military aviation, air traffic control or airport operations experience.

***Education/Experience Equivalency:***

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

***Licensure and/or Certification:***

Possession of a valid Colorado Class "R" Driver's License at the time of application.

**CLASS DETAIL**

***FLSA CODE:*** Non-exempt

***ESTABLISHED DATE:*** 09/16/1995

***REVISED DATE:*** 09/01/2004

***REVISED BY:*** Jerome Cooper

***CLASS HISTORY*** Revised minimum qualifications to reflect current skill needs and selection practices.